

REMARKS

Applicants respectfully request reconsideration of this application as amended.

Applicants would like to thank Examiner Okoronkwo for the courtesies extended to Applicants representative, Mr. Jason Vick, during the May 19 telephone interview. During the interview, the operation of the invention was discussed and the Examiner asked whether specifying that the service commands are in the payload of a VoIP or IM packet would distinguish the claims from the references of record. The Examiner indicated that he believed this would overcome the existing art, however an updated search would need to be performed.

Accordingly, Applicants have amended the independent claims to recite that the servicing command is in a payload portion of a voice-over-IP packet or a payload portion of an instant message packet. Accordingly, Applicant believes the independent claims are patentably distinguishable from the references of record.

The dependent claims are further distinguishable at least based on the above and the additional feature(s) recited therein.

Should the Examiner believe anything further is desirable in order to place the application in even better condition for allowance the Examiner is encouraged to contact Applicants undersigned representative at the telephone number listed below.

The Commissioner is hereby authorized to charge to deposit account number 19-1970 any fees under 37 CFR § 1.16 and 1.17 that may be required by this paper and to credit any overpayment to that Account. If any extension of time is required in connection with the filing of this paper and has not been separately requested, such extension is hereby petitioned.

Respectfully submitted,

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